Data Quality:
UBO & The Revenue Cycle
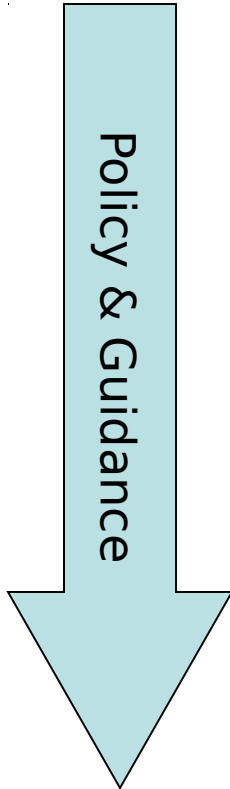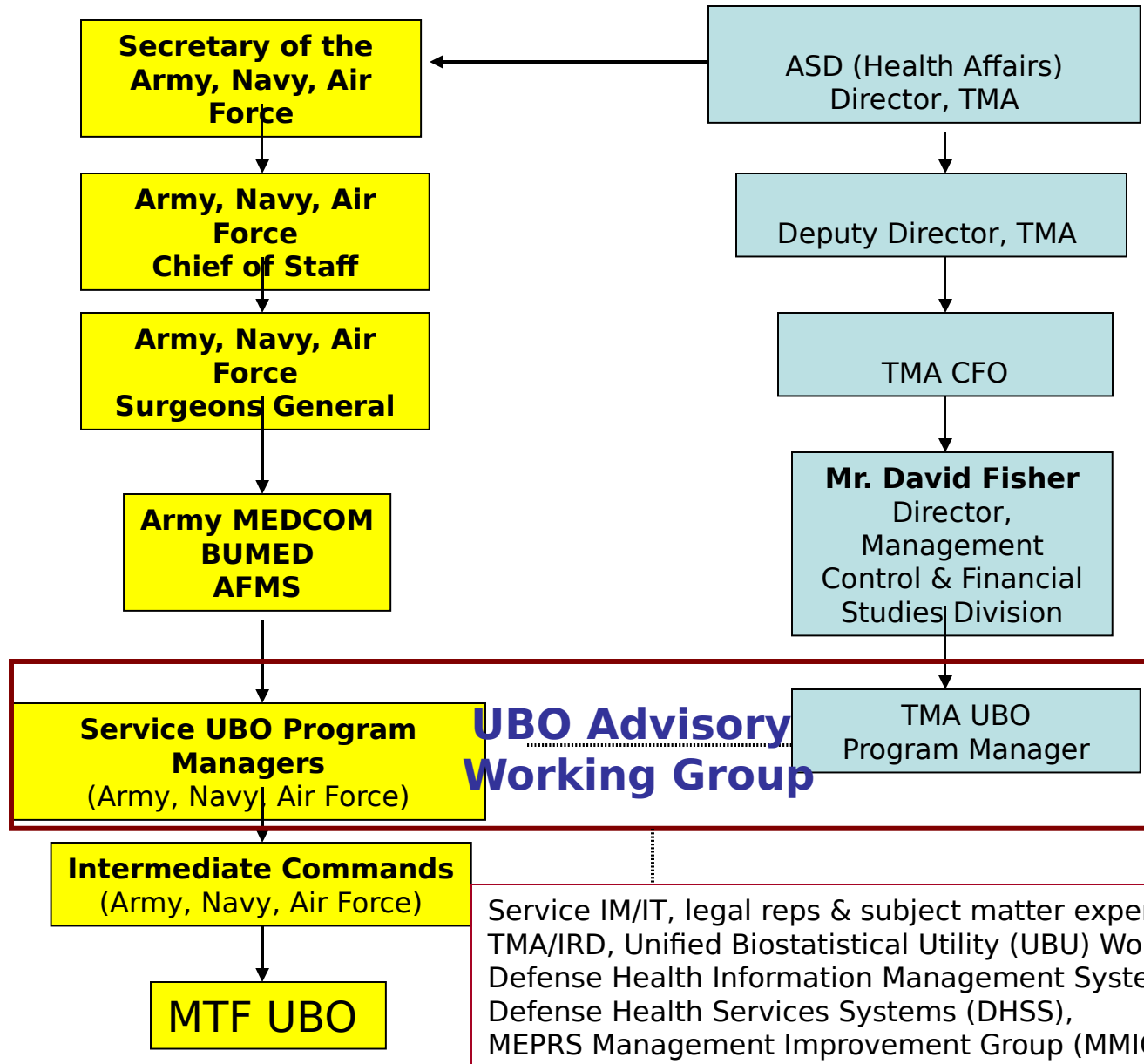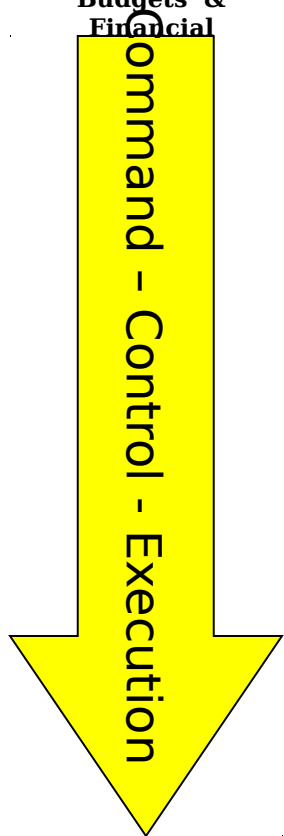
March 2011

Outline

- Uniform Business Office (UBO) Organization
- UBO Cost Recovery Programs
- MHS Billing Systems
- MTF Revenue Cycle
- Data Quality and How it Affects Each Phase of the Revenue Cycle
- UBO Success Factors
- Resources

UBO Organization Chart

Health Budgets & Financial
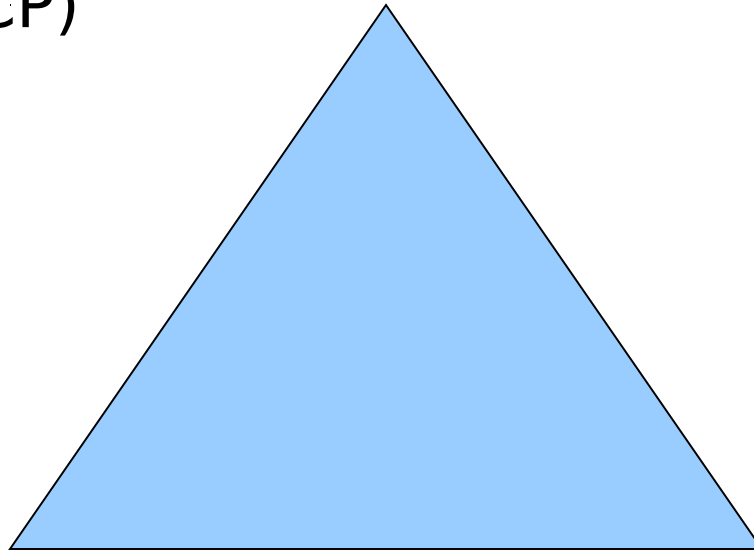
Command - Control - Execution

Policy & Guidance

Secretary of the Army, Navy, Air Force

Army, Navy, Air Force Chief of Staff

Army, Navy, Air Force Surgeons General

Army MEDCOM BUMED AFMS

Service UBO Program Managers
(Army, Navy, Air Force)

Intermediate Commands
(Army, Navy, Air Force)

MTF UBO

ASD (Health Affairs)
Director, TMA

Deputy Director, TMA

TMA CFO

Mr. David Fisher
Director, Management Control & Financial Studies Division

TMA UBO
Program Manager

UBO Advisory Working Group

Service IM/IT, legal reps & subject matter experts (SME)
TMA/IRD, Unified Biostatistical Utility (UBU) Work Group,
Defense Health Information Management System (DHIMS),
Defense Health Services Systems (DHSS),
MEPRS Management Improvement Group (MMIG)

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UBO Cost Recovery Programs

Third Party Collections Program (TPCP)

Medical Services Account (MSA)

Medical Affirmative Claims (MAC)

Who Gets Billed Under Which Cost Recovery Program?

- Third Party Collections Program
  - Bill insurers for care provided to <u>eligible DoD beneficiaries</u> (excludes Active Duty) with other health insurance (excluding Medicare & TRICARE)
- Medical Services Account
  - Includes billing for care provided to eligible patients from Veterans Affairs/Coast Guard /NOAA/ PHS/Civilian Emergencies/Foreign Military & their Family Members
- Medical Affirmative Claims
  - Bill for care provided to <u>eligible DoD beneficiaries</u> injured by third parties

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Collections by UBO
Cost Recovery Program

- Third Party Collections Program (TPCP)
  - $220M (FY 2010)
- Medical Services Account (MSA)
  - $177.5M (FY 2010)
- Medical Affirmative Claims (MAC)
  - $12.2M (FY 2010)
- ALL funds collected are retained by <u>your</u> MTF
  - TPC funds are <u>in addition to</u> the MTFs O&M budget

Top Three MTFs by Service for Inpatient TPCP Collections
Cumulative Collections through 4th Qtr FY2010

Service	Facility	FY2010 Inpatient Collections
Army	Ft. Sam Houston (Brooke Army Medical Center)	$6,198,627.23
Army	Ft. Lewis (Madigan Army Medical Center)	$5,178,954.58
Army	Washington D.C. (Walter Reed Army Medical Center)	$5,022,366.50
Navy	NNMC Bethesda	$4,260,169.21
Navy	NMC Portsmouth (VA)	$1,909,628.90
Navy	NMC San Diego	$1,194,354.74
Air Force	Lackland AFB (59th Medical Wing)	$4,581,966.38
Air Force	Wright Patterson AFB (88th Medical Group)	$2,513,932.09
Air Force	Nellis AFB (99th Medical Group)	$680,597.97

Data Source: MTF DD Form 2570 submissions to the TMA UBO Metrics Reporting System
A/O 26 Jan 11

Top Three MTFs by Service for Outpatient TPCP Collections
Cumulative Collections through 4th Qtr FY2010

Service	Facility	FY2010 Outpatient Collections
Army	Ft. Belvoir (Dewitt Army Community Hospital)	$5,321,738.50
Army	Ft. Sam Houston (Brooke Army Medical Center)	$4,868,935.89
Army	Redstone Arsenal (Fox Army Health Clinic)	$4,762,528.91
Navy	NH Jacksonville	$5,186,234.62
Navy	NMC Portsmouth (VA)	$4,034,155.97
Navy	NNMC Bethesda	$3,840,128.78
Air Force	Wright Patterson AFB (88th Medical Group)	$6,568,483.82
Air Force	Elmendorf AFB (3rd Medical group)	$5,726,719.57
Air Force	Lackland AFB (59th Medical Wing)	$4,766,894.18

Data Source: MTF DD Form 2570 submissions to the TMA UBO Metrics Reporting System
A/O 26 Jan 11

Top Ten MTFs for Total TPCP Collections
Cumulative Collections through 4th Qtr FY2010

Service	Facility	FY2010 Total Collections
Army	Ft. Sam Houston (Brooke Army Medical Center)	$11,067,563
Air Force	Lackland AFB (59th Medical Wing)	$9,348,861
Air Force	Wright Patterson AFB (88th Medical Group)	$9,082,416
Army	Washington D.C. (Walter Reed Army Medical Center)	$8,935,999
Army	Ft. Lewis (Madigan Army Medical Center)	$8,868,049
Navy	NNMC Bethesda	$8,100,298
Army	Ft. Shafter (Tripler Army Medical Center)	$6,675,382
Air Force	Elmendorf AFB (3rd Medical group)	$6,259,593
Navy	NMC Portsmouth (VA)	$5,943,785
Navy	NH Jacksonville	$5,676,073

Data Source: MTF DD Form 2570 submissions to the TMA UBO Metrics Reporting System
A/O 26 Jan 11

MHS Billing Systems

- Third Party Outpatient Collection System
  - Government developed system for billing <u>outpatient</u> TPCP (includes outpatient visits, lab/rad/pharmacy prescriptions)
- CHCS Medical Services Account (MSA) Module
  - Government developed module used for billing TPCP inpatient claims (both institutional & professional charges) & MSA
- Relationship to other systems
  - Provider Specialty Codes
  - Collection of other health insurance (OHI) information in CHCS
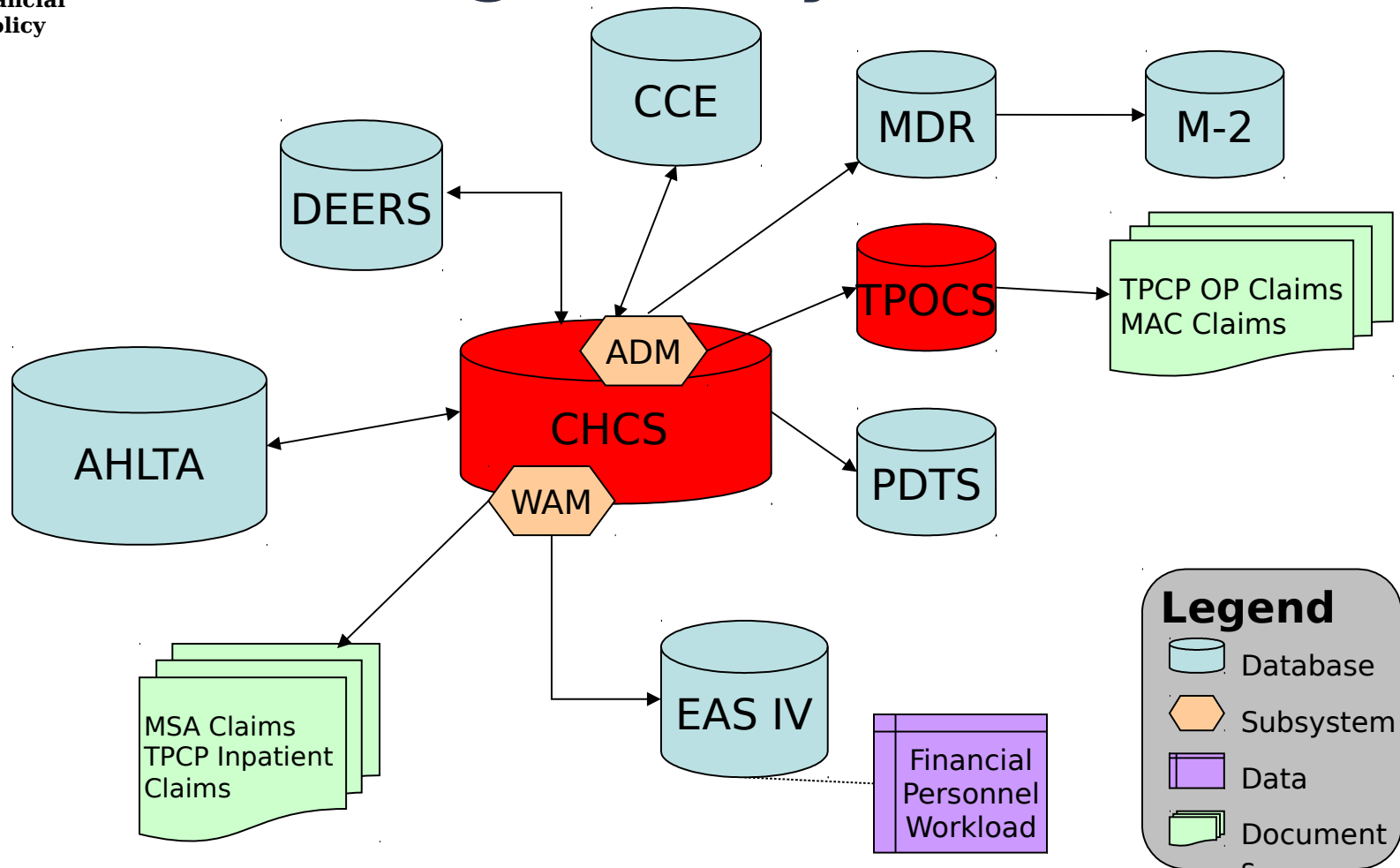 - Centralized OHI Repository on DEERS

Billing/Collections

Existing MHS Systems

Data Quality Characteristics

- Accurate
- Complete
- Concise
- Cost-effective
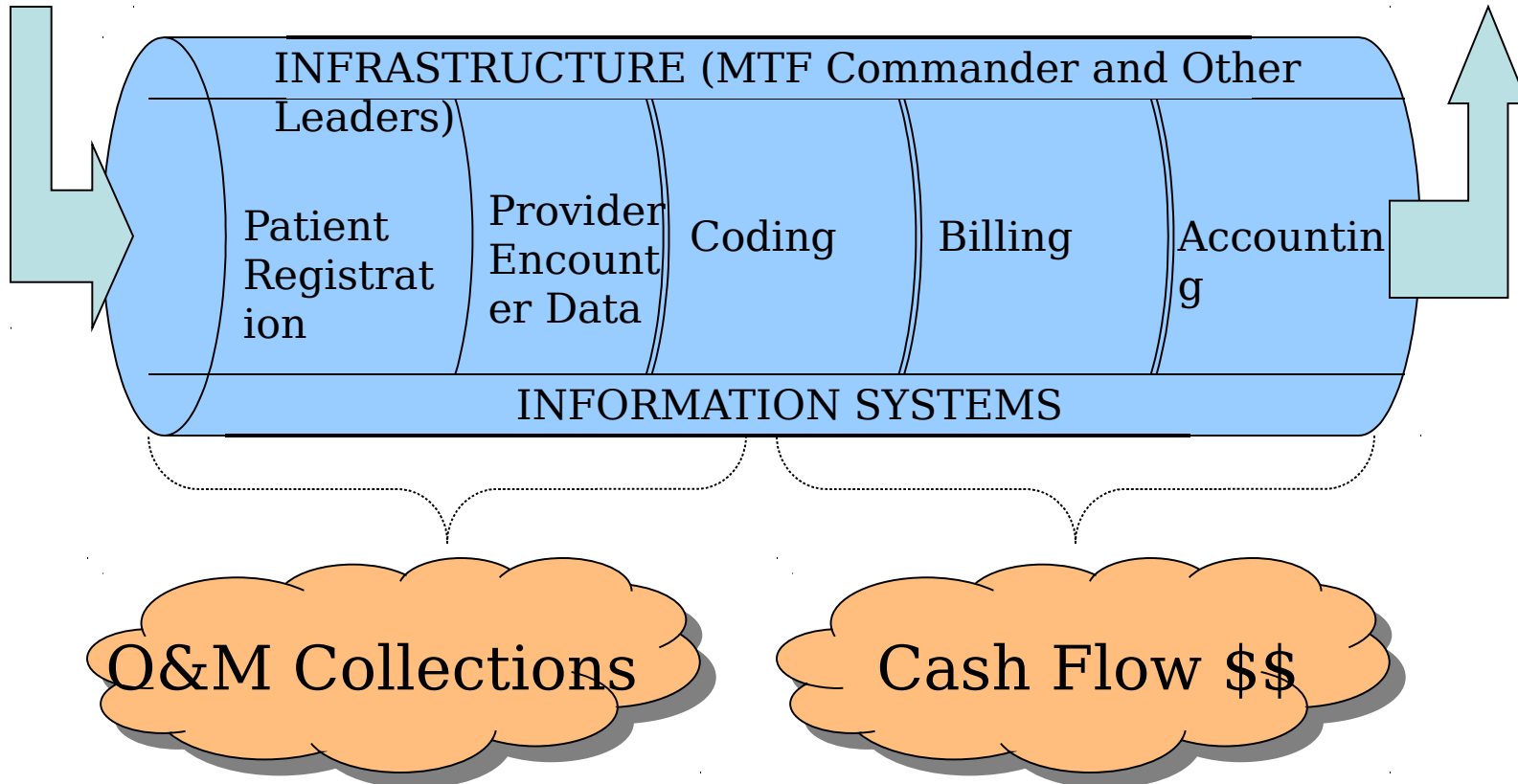- Relevant / Timely / Up-To-Date
- Presentation
- Consistent

Revenue Cycle

Information / Data   **Cash**
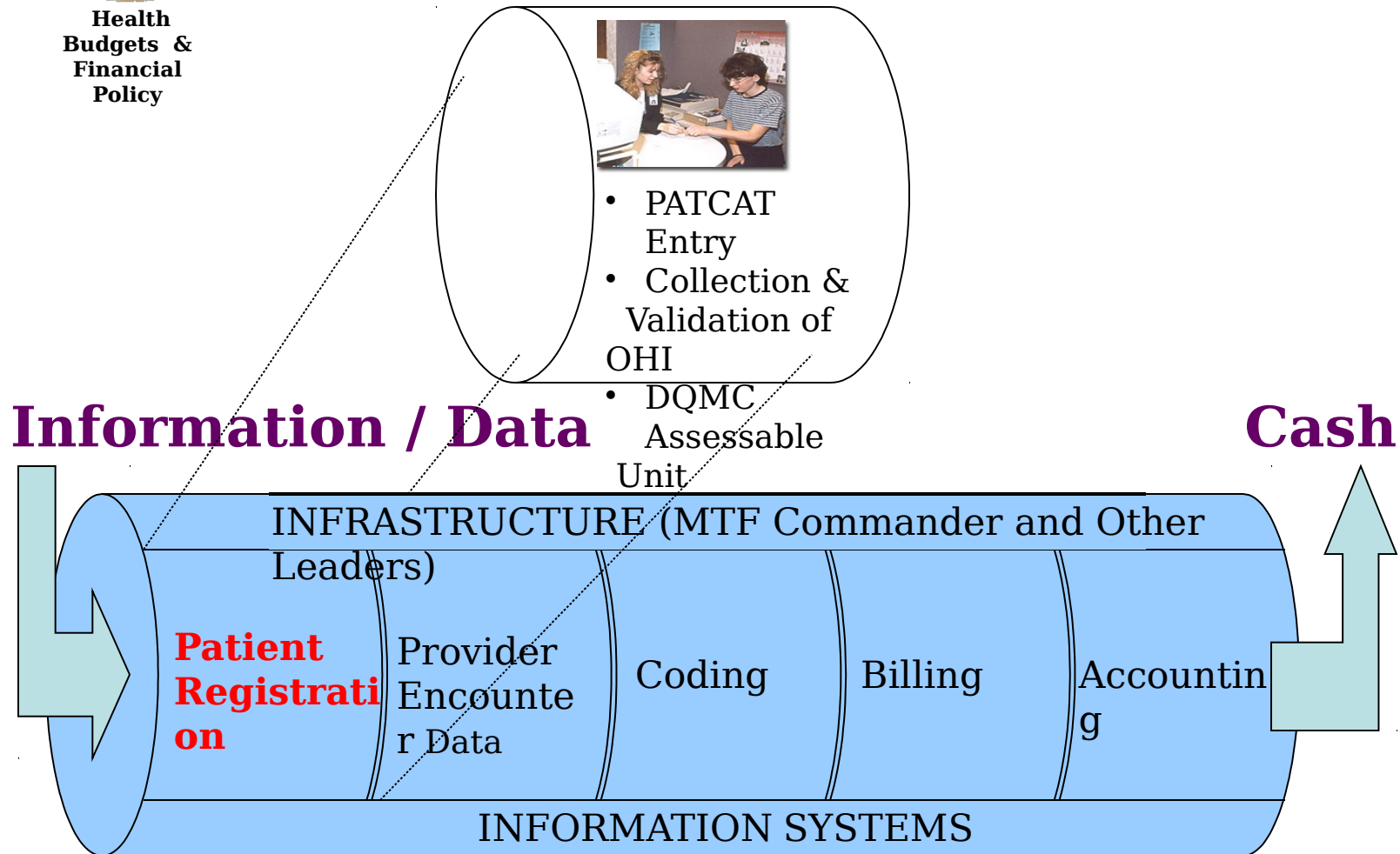
INFRASTRUCTURE (MTF Commander and Other Leaders)

| Patient Registration | Provider Encounter Data | Coding | Billing | Accounting |

INFORMATION SYSTEMS

O&M Collections

Cash Flow $$

Patient Registration

- PATCAT Entry
- Collection & Validation of OHI
- DQMC Assessable Unit

Information / Data

Cash

INFRASTRUCTURE (MTF Commander and Other Leaders)

| **Patient Registration** | Provider Encounter Data | Coding | Billing | Accounting |

INFORMATION SYSTEMS

Importance of <u>Accurate</u> PATCAT Entry

- Patient Category (PAT) determines the reimbursable rate (if any) for healthcare
    - Over 300 PATCATs to select from
- Challenge of Patients with Multiple PATCATs
    - Spouse of AD Member who is a Reservist and employed as a Federal Employee
- Whose responsible for training/accuracy?

Training for Selecting the <u>Correct</u> PATCAT

- PATCAT course now available via the TMA UBO website

- http://www.tricare.mil/ocfo/mcfs/ubo/learning_center/training.cfm
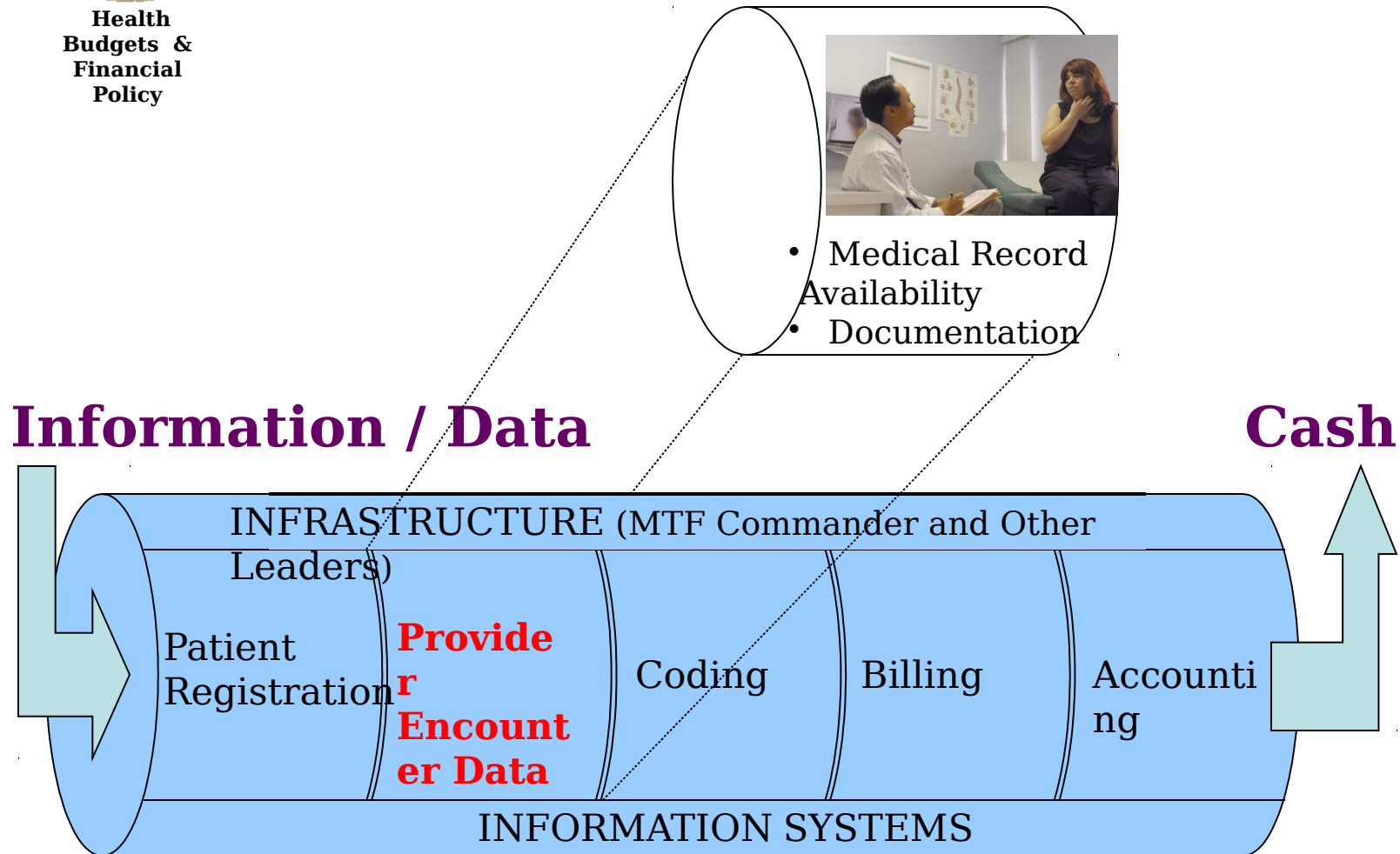
Other Health Insurance (OHI) Information

- Use DD Form 2569 to capture OHI information about your patients
  - All Non-Active Duty Patients required to complete it every 12 months or if data changes
  - OHI needs to be entered into CHCS PII screen or it "doesn't exist" for billing purposes
  - Direct correlation between presence of a current DD Form 2569 in patient record and rate of TPC billing
  - Reported monthly in Commander's DQ Report

Provider Encounter Data

- Medical Record Availability
- Documentation

Information / Data

Cash

INFRASTRUCTURE (MTF Commander and Other Leaders)

| Patient Registration | **Provider Encounter Data** | Coding | Billing | Accounting |

INFORMATION SYSTEMS

Health Budgets & Financial Policy

CHCS Provider Specialty Codes (PSC)

- Set of codes unique to CHCS
- Current business rules preclude TPOCS from receiving ADM encounters with blank PSCs or PSCs > 900
  - (exception of 901 – Physician Assistant)
  - 702 (Clinical Psychologist) versus 954 (Psychology)
- Site visit to large medical center found 20% of PSCs fields were blank
  - Billable ADM encounter never reach TPOCS

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Correcting the CHCS Provider Specialty Codes (PSC)

- Get your site's most current CHCS Provider Profile and review the PSC fields for accuracy
  - No blank fields
  - Billable providers have PSC under 900 (plus 901 – Physician Assistant)
- Determine whose responsible for maintaining the PSC fields and TRAIN THEM!!!
- Periodically review the PSC fields to make sure the problem really has been <u>permanently</u> fixed
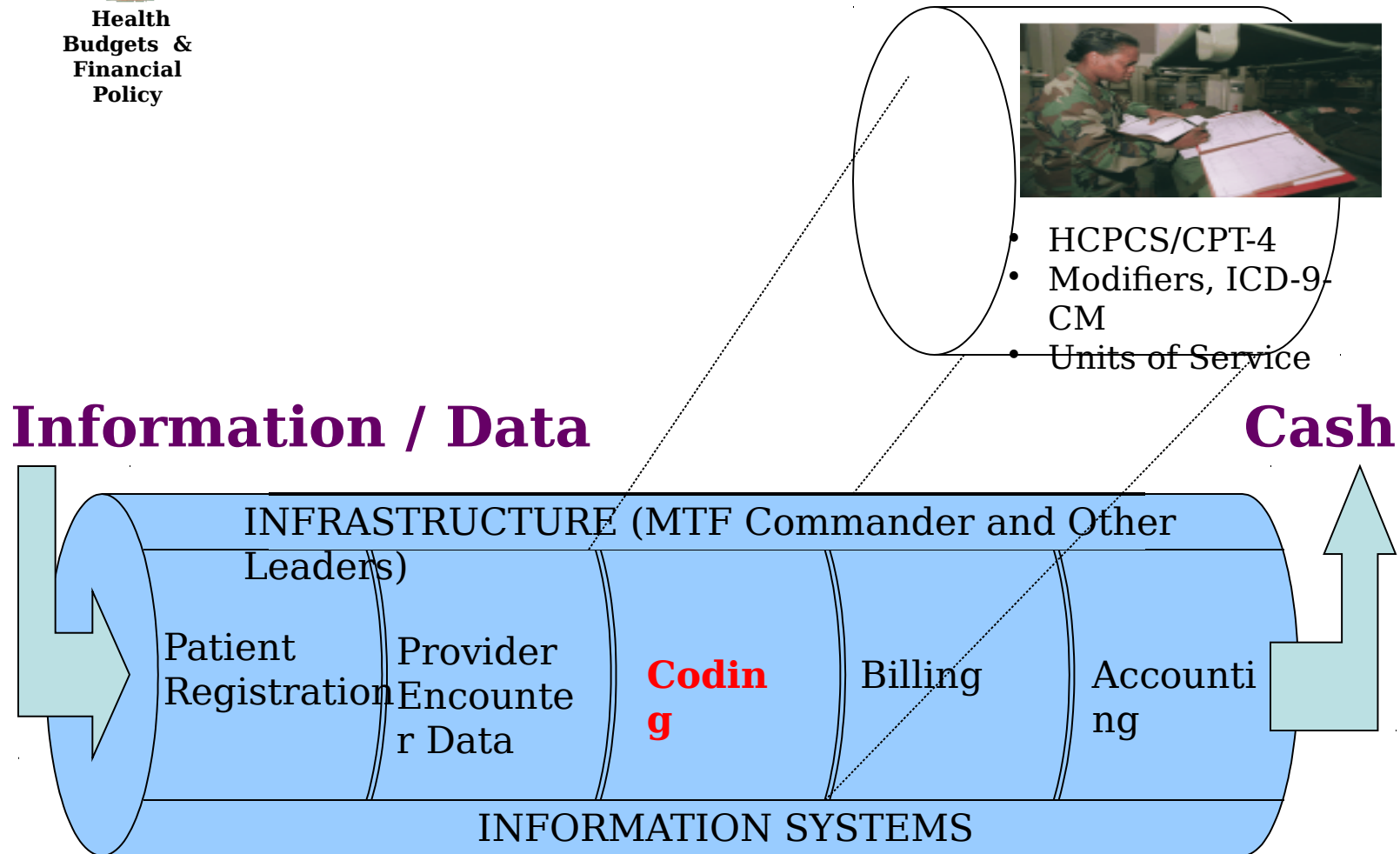
National Provider Identifier (NPI) Type 1

- Every provider who can bill for healthcare services is required to have one
- 23 May 2007 was the deadline for MHS providers to obtain their own unique NPI Type 1
- Are all of your providers NPI Type 1s in CHCS?
  - No NPI = No Payment from Insurance Companies

Coding

- HCPCS/CPT-4
- Modifiers, ICD-9-CM
- Units of Service

Information / Data   **Cash**

INFRASTRUCTURE (MTF Commander and Other Leaders)

| Patient Registration | Provider Encounter Data | **Coding** | Billing | Accounting |

INFORMATION SYSTEMS

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Billing

- Insurance Verification
- Claim Form Data & Line Item Billing

Information / Data   Cash

INFRASTRUCTURE (MTF Commander and Other Leaders)

| Patient Registration | Provider Encounter Data | Coding | **Billing** | Accounting |

INFORMATION SYSTEMS

Accounting

- Account Follow-Up
- Payment Posting
- Denial Management

Information / Data

Cash

INFRASTRUCTURE (MTF Commander and Other Leaders)

| Patient Registration | Provider Encounter Data | Coding | Billing | **Accounting** |

INFORMATION SYSTEMS
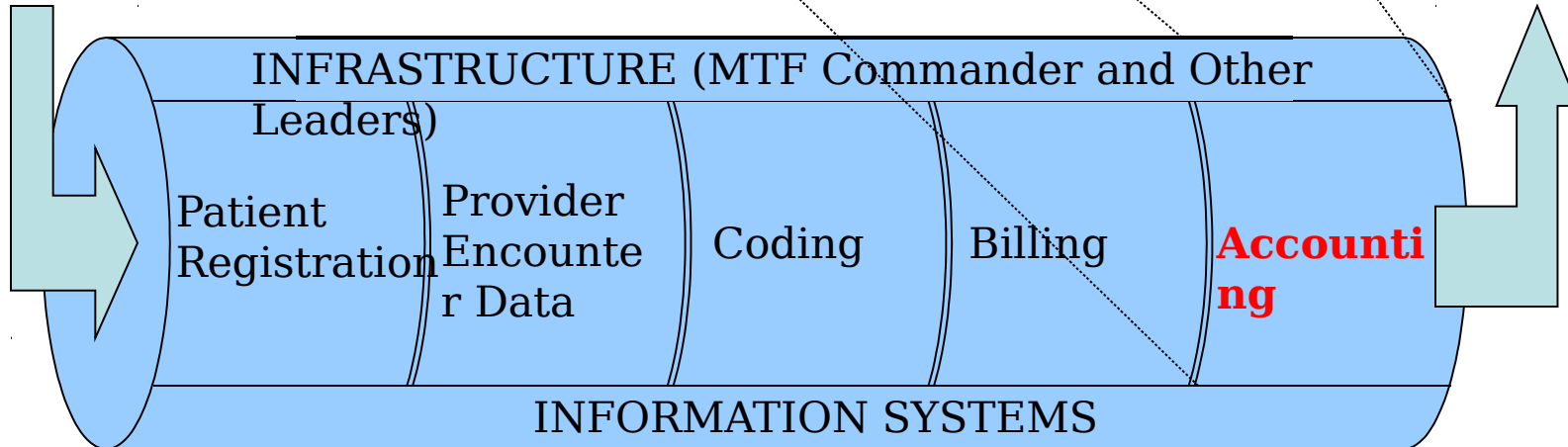
UBO Success Factors

- What are the Focus Points?
  - MTF Revenue Cycle
    - Team Effort (not the just the UBO's challenge)
    - Staff Education & Training
    - Electronic Interfaces
  - Leadership Involvement
    - Stress the need to complete the OHI forms (DD Form 2569s)
    - Brief them on UBO Performance (e.g., OHI Capture, Billings & Collections for TPCP, MSA & MAC)

Resources

- UBO Web Page
  - http://www.tricare.mil/ocfo/mcfs/ubo/index.cfm

- UBO Help Desk Contact Information
  - ubo.helpdesk@altarum.org
  - 703-575-5385

- Defense Health Information Management System (DHIMS) Web Site
  - http://dhims.health.mil/

- Defense Health Services Systems (DHSS) Web Site
  - http://www.health.mil/MHSCIO/programs_products/jmis/DHSS.aspx

Questions?

TMA UBO Program Manager

TMA Deputy UBO Program Manager